



ISG-Committee Status Update May 2006

Committee Name: Parent Action Council

Facilitator/Chair: Linda Hamman

Priority Strategy(ies) and Status: For each Strategy the Committee is currently working on, identify the key actions completed or currently in process:

Objective 3.1. Parent leaders will make recommendations to the task force on parent involvement in decisions and the creation of family-friendly systems of care.

- Hospitals' grievance process is not well known by or provided to families in writing.
 - Families can be discouraged from pursuing the grievance process to the fullest extent
 - Medical professionals can often pit families against the political environment

Actions underway and / or complete:

- Need to acquire a copy of all hospitals written grievance process
- Need to invite families to participate on the PAC whose life experience includes the special needs of mental/behavioral health and Sickle Cell Anemia.

Opportunities for integration:

- The PAC, upon review of what exists for families, can determine the need for a "family friendly" version of such documents across hospitals
- Educate families on how to utilize the regulatory process
- All providers include parents/family members into all complaint processes

Barriers identified:

- Lack of medical professional partners able to partner with PAC

Support needed:

Recommendations to the Task Force:

- Any products/resources produced by other committees should flow through the ISG PAC for their review related to family perspective
- Identify medical professional willing to partner with the PAC in acquiring hospital grievance process as well as developing "family friendly" version